

What is claimed is:

- 1           1.       A remote services architecture comprising:  
2       a remote services infrastructure, the infrastructure controlling remote service delivery  
3               and providing remote services data management; and,  
4       a service module, the service module interacting with the remote services  
5               infrastructure to provide a specific service, the service module being  
6               segmented from the remote services infrastructure.
- 1           2.       The remote services architecture of claim 1 wherein the service module  
2       includes an administration and notification interface module, the administration  
3       and notification interface module allowing a customer and a service provider to  
4       control the remote services infrastructure.
- 1           3.       The remote services architecture of claim 1 wherein the service module  
2       includes an installation, registration and change management module, the  
3       installation, registration and change management module supporting the remote  
4       services infrastructure and any other service modules deployed on top of the  
5       infrastructure.
- 1           4.       The remote services architecture of claim 1 wherein the service module  
2       includes an integration into system management platforms module, the integration  
3       into system management platforms module providing an integration point to a  
4       systems management platform.
- 1           5.       The remote services architecture of claim 1 wherein the service module  
2       includes an application program interface for service module creation module, the  
3       application program interface for service module creation module providing an  
4       interface of abstracted services to a service module creator.
- 1           6.       The remote services architecture of claim 1 wherein the remote  
2       services infrastructure includes an infrastructure services portion, the  
3       infrastructure services portion interacting with the service module, the

4 infrastructure services portion providing a standard interface for interacting with  
5 the service module.

1 7. The remote services architecture of claim 1 wherein the remote  
2 services infrastructure includes:  
3 an infrastructure communications portion, the infrastructure communications portion  
4 providing an abstraction of a protocol.

1 8. The remote services architecture of claim 7 wherein the abstraction of  
2 a protocol includes an abstraction of at least one of an HTTP protocol and an  
3 email protocol.

1 9. The remote services architecture of claim 1 wherein the remote  
2 services infrastructure includes:  
3 an infrastructure communications portion, the infrastructure communications portion  
4 providing physical network communications.

1 10. The remote services architecture of claim 9 wherein the physical  
2 network option includes at least one of Internet based communications, private  
3 network based communications and fax communications.

1 11. The remote services architecture of claim 7 wherein the infrastructure  
2 communications portion supports a communications module.

1 12. The remote services architecture of claim 11 wherein the  
2 communications module includes a communications authentication module, the  
3 communications authentication module providing a customer with authentication  
4 of a communication session.

1 13. The remote services architecture of claim 11 wherein the  
2 communications module includes an encryption module, the encryption module  
3 providing encryption of a data stream.

1 14. The remote services architecture of claim 11 wherein the  
2 communications module includes a queuing module, the queuing module queuing

3 data sent through the remote services infrastructure to provide data  
4 communications integrity.

1 15. The remote services architecture of claim 11 wherein the  
2 communications module includes a prioritization module, the prioritization  
3 module prioritizing for delivery data within the remote services infrastructure.

1 16. A remote services infrastructure architecture comprising:  
2 a remote services proxy, the remote services proxy providing communications flow  
3 management;  
4 an applications server coupled to the remote services proxy module, the application  
5 server providing persistent storage of remote services infrastructure  
6 information.

1 17. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 an intermediate mid level manager coupled to the remote services proxy and the  
4 applications server, the intermediate mid level manager providing data queue  
5 management, transaction integrity and redundancy.

1 18. The remote services infrastructure of claim 17 wherein the  
2 intermediate mid level manager is a customer mid level manager.

1 19. The remote services infrastructure of claim 17 wherein the  
2 intermediate mid level manager is an aggregation mid level manager.

1 20. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 an applications mid level manager coupled to the remote services proxy and the  
4 applications server, the applications mid level manager providing data  
5 normalization, and integration with a mail server data flow.

1 21. The remote services infrastructure architecture of claim 16 further  
2 comprising:

3 a certificate management system, the certificate management system providing  
4 management of certificates to verify connection authentication for the remote  
5 services infrastructure.

1 22. The remote services infrastructure architecture of claim 16 further  
2 comprising:  
3 a remote services content generation mid level manager, the remote services content  
4 generation mid level manager providing content based on data held within the  
5 remote services application server module.

1 23. A remote services infrastructure architecture comprising:  
2 a remote services proxy, the remote services proxy module providing communications  
3 flow management;  
4 an intermediate mid level manager, the intermediate mid level manager providing data  
5 queue management, transaction integrity and redundancy.  
6 an applications mid level manager, the applications mid level manager providing data  
7 normalization, integration with a mail server data flow; and  
8 an application server coupled to the remote services proxy, the application server  
9 providing persistent storage of remote services infrastructure information.

1 24. The remote services infrastructure of claim 23 wherein the  
2 intermediate mid level manager module is a customer mid level manager module.

1 25. The remote services infrastructure of claim 23 wherein the  
2 intermediate mid level manager module is an aggregation mid level manager  
3 module.

1 26. The remote services infrastructure architecture of claim 23 further  
2 comprising:  
3 a certificate management system, the certificate management system providing  
4 management of certificates to verify connection authentication for the remote  
5 services infrastructure

27. The remote services infrastructure architecture of claim 23 further comprising:  
a remote services content generation mid level manager module, the remote services content generation mid level manager module providing content based on data held within the remote services application server module.

27. The remote services infrastructure architecture of claim 23 further comprising:  
a remote services content generation mid level manager module, the remote services content generation mid level manager module providing content based on data held within the remote services application server module.